



## **MONTANA STATE HOSPITAL POLICY AND PROCEDURE**

### **TOUR REQUESTS AND PROCEDURES**

**Effective Date:** July 28, 2004

**Policy #:** SD-01

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- I. PURPOSE:** To establish procedure for conducting tours of Montana State Hospital for the purpose of educating people about treatment of mental illness and the services provided by MSH.
- II. POLICY:**
- A. Tours may be provided to community mental health and health service providers, other human service organizations, advocacy groups, and others with a reasonable need to have information about the services provided by Montana State Hospital that can best be provided through an onsite visit.
  - B. Tours may be provided to students enrolled in college and university programs as determined appropriate.
  - C. Tours will not ordinarily be provided to high school or younger students, though Montana State Hospital staff may visit schools and provide information about hospital services.
  - D. Tours will ordinarily be arranged by contacting the Staff Development Department or by making arrangements with the appropriate department director or supervisor.
  - E. All tours will be conducted in a manner that respects patient rights, particularly rights to privacy and confidentiality. Whenever possible, patients will be informed in advance of the tour and may choose to remain out of sight. Tours will not enter patient living areas unless there is a clear reason for doing so, and then only in small groups or with advance notice to patients and staff.
  - F. Media tours may be arranged through either the Hospital Administrator or the Director of Quality Improvement.
- III. DEFINITIONS:** None
- IV. RESPONSIBILITIES:**
- A. All employees are to ensure patient confidentiality, privacy, dignity, and respect are protected when conducting any tour.
  - B. Staff Development Services is responsible for arranging and conducting most general tours. Organizations will be requested to arrange tours at least two weeks in advance. Staff Development Services will also coordinate tour participants' purchase of meal

ticket, as appropriate, for meals provided by the Dietary Service; and discussing the importance of confidentiality with tour participants. In order to emphasize the importance of confidentiality, tour participants may be required to sign Confidentiality Statement form (Attachment A).

- C. Department Directors and Supervisors – making other arrangements for providing tours are also responsible for notifying appropriate staff in advance of the tour, making meal arrangements, and ensuring that confidentiality and privacy are respected.

**V. PROCEDURE:**

- A. Groups or organizations requesting a tour of Montana State Hospital will be referred to Staff Development Services. Tours will be planned and coordinated so they do not interfere with patient services or the day-to-day operations of Staff Development or Montana State Hospital.
- B. Behavior by tour participants that is disrespectful, disruptive, or intrusive to Hospital patients or operations will not be tolerated. Any such behavior will result in the immediate conclusion of the tour.
- D. The taking of photographs, videotaping, etc., will not be allowed unless special arrangements have been made in advance. Any photographs or interviews of a patient require approval by patient or guardian and the treatment team or Hospital Administrator. The patient or guardian must sign a Release of Information form (Attachment B) before the photo or interview is completed.
- E. Tour participants are not permitted to access to patient records unless there is a specific reason to do so and the appropriate consent has been granted.
- F. Tours will not enter patient living areas (wards) unless there is a small group with a compelling need to do so and the treatment team has pre-approved the visit. Staff and patients will be provided with advance notice when a tour will be entering a patient living area.
- F. General tour types and guidelines:
1. College, University and Vocational/Technical School Tours will typically consist of:
    - a. Introductory briefing (approximately 1 hour)
    - b. Lunch at MSH dining room
    - c. Tour of the MSH campus
    - d. Question and answer period

Students from colleges, universities, or vocational technical schools may be scheduled for an afternoon on a treatment unit observing daily routines.

